



Living in Lancashire Survey

Public transport, roads and streets

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Contents

1.	EXECUTIVE SUMMARY	1
1.1	Key findings.....	1
	<i>Public transport.....</i>	<i>1</i>
	<i>Roads and streets</i>	<i>1</i>
1.2	Recommendations	2
	<i>Public transport.....</i>	<i>2</i>
	<i>Roads and streets</i>	<i>2</i>
2.	INTRODUCTION.....	3
3.	RESEARCH OBJECTIVES	3
4.	METHODOLOGY.....	4
4.1	Limitations	5
5.	MAIN RESEARCH FINDINGS.....	6
5.1	Public transport.....	6
5.2	Roads and streets	10
	5.2.1 <i>The condition of pavements and footpaths.....</i>	<i>10</i>
	5.2.2 <i>The condition of roads.....</i>	<i>13</i>
	5.2.3 <i>Pothole repair.....</i>	<i>16</i>
6	KEY FINDINGS AND RECOMMENDATIONS.....	17
6.1	Key findings.....	17
	<i>Public transport.....</i>	<i>17</i>
	<i>Roads and streets</i>	<i>17</i>
6.2	Recommendations.....	18
	<i>Public transport.....</i>	<i>18</i>
	<i>Roads and streets</i>	<i>18</i>
	APPENDIX 1: SOCIO-ECONOMIC-GROUP DEFINITIONS	19

1. Executive summary

This wave of the Living in Lancashire panel looked at people's views on public transport, and the condition of roads and streets. The survey was sent by email or by post to all 3,240 members of the panel on 7 September and the fieldwork ended on 14 October 2011. In total 2,208 questionnaires were returned, giving an overall response rate of 68%.

1.1 Key findings

Public transport

- Less than half of respondents currently use bus services in Lancashire (44%). Respondents aged 60 and over are the most likely to use bus services (61%).
- A quarter of bus users have used buses to commute to work in the past 12 months (26%).
- The majority of bus users commute to work on buses less frequently than a few times a month (54%). Around a sixth of respondents use them every or most days (17%).
- The main reasons given that prevent bus users who work using buses to commute are that the journey times on public transport are too long compared to other forms of transport (32%) and the cost of the service is too high compared to alternative modes of transport (27%).
- Only a small proportion of respondents say that the barriers that prevent them from using buses for commuting are: that there is no convenient bus stop near their home (8%); it is difficult to find information about the service they need (5%); they feel unsafe on buses (5%); and the condition of bus stations and bus stops discourages them from using public transport (5%).

Roads and streets

Respondents were asked a number of questions about their perception of the condition roads and streets in the previous six months (April to September 2011).

- Two fifths of respondents are satisfied with the condition of roads surfaces in their local area (41%).
- One in six respondents feel the condition of road surfaces in their local area has got better in the past six months (17%) and nearly half feel they have stayed the same (48%).
- Around a quarter of respondents feel that the condition of pavement surfaces in their local area has got worse over the past six months (26%) while over a third feel that the condition of roads in their local area has got worse over the past six months (36%).

- Three fifths of respondents are dissatisfied with the condition of road surfaces in their local area (59%). Respondents in Rossendale, Fylde and Wyre are more likely to be very dissatisfied (40%, 39% and 38% respectively).
- Three fifths of respondents disagree that potholes have reduced on roads in their local area over the past six months (60%).
- In general, respondents from Ribble Valley were more positive about the condition of roads and streets while respondents from Fylde and Wyre were more negative.
- Half of respondents disagree that the overall quality of pothole repairs has improved over the past six months (50%) while a quarter agree (27%).

1.2 Recommendations

Public transport

- Respondents that use buses for work tend to do so less often than a few times a month. The service may wish to consider running focus groups to understand what could be done to encourage this group of people to use buses more frequently for work.
- If asked again, it is recommended that the question 'What are the factors that most prevent you from travelling to work on the bus?' is altered to include respondents who don't use the bus service at all, not just those who don't use them to commute. The small number of respondents to this question excluded it from detailed analysis using demographic information.
- The service may wish to explore with Economic Development team, and local bus companies if anything can be done to address the main barriers that prevent bus users from using buses to commute.

Roads and streets

- This research has provided a baseline of the perception of the condition of roads and pavements in Lancashire. Similar perception questions have been asked previously but, due to differences in their focus and wording they are unsuitable for comparison. It is therefore recommended that future survey work keeps a consistent approach to asking these questions. This will enable trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.
- Demographic analysis of the questions on the perception of the condition of roads and streets reveals fairly consistent levels of satisfaction across most of the districts. One potential explanation is that the recent investment in road and street maintenance has been successful in bringing a consistent level of service across the county. However, this inference should be treated with caution until comparisons can be made over time. This said,

the demographic analysis showed some variation and the service may wish to investigate why there is generally more satisfaction with the condition of roads and pavements in Ribble Valley and less satisfaction in Fylde and Wyre.

2. Introduction

Lancashire County Council has used Living in Lancashire regularly since August 2001 (formerly known as Life in Lancashire). A panel of willing participants is recruited and is approached on a regular basis to seek their views on a range of topics and themes. Panel members are voluntary participants in the research they complete and no incentives are given for completion.

The panel has been designed to be a representative cross-section of the county's population. The results for each survey are weighted in order to reflect the demographic profile of the county's population.

The panel provides access to a sufficiently large sample of the population so that reliable results can be reported at a county wide level. It also provides data at a number of sub-area and sub-group levels.

Each wave of Living in Lancashire is themed. Firstly, it enables sufficient coverage on a particular topic to be able to provide insight into that topic. And secondly, it comes across better to the residents completing the questionnaires if there is a clear theme (or 2-3 clear themes) within each survey.

The panel is refreshed periodically. New members are recruited to the panel and some current members are retired on a random basis. This means that the panel remains fresh and is not subject to conditioning ie the views of panel members become too informed with county council services to be representative of the population as a whole.

3. Research objectives

The objective of this survey is to look at people's views on public transport, and the condition of roads and streets. Questions looked specifically at:

- whether panel members use bus services in Lancashire;
- if panel members use bus services for commuting and, if so, how frequently;
- what are the barriers that prevent panel members using buses for commuting; and
- panel members' perceptions of the condition of roads and pavements in their local area and Lancashire as a whole.

4. Methodology

This wave of Living in Lancashire research was sent to 3,240 members of the panel on 7 September. A reminder was sent on 28 September, with a final closing date of 14 October 2011.

The survey was conducted through a postal questionnaire, and an online version of the same questionnaire being emailed to members who had previously requested to take part online. The postal questionnaire was sent to 2,276 members and the online questionnaire was sent to 964 members.

In total 2,208 questionnaires were returned, giving an overall response rate of 68%.

All data are weighted by age, ethnicity and district to reflect the Lancashire overall population, and figures are based on all respondents unless otherwise stated. The weighted responses have been scaled to match the effective response of 1,567, which is the equivalent size of the data if it had not been weighted and was a perfect random sample.

4.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
50	14%	13%	8%
100	10%	9%	6%
200	7%	6%	4%
500	4%	4%	3%
1000	3%	3%	2%
2000	2%	2%	1%

On a question where 50% of the people in a sample of 1,000 respond with a particular answer, the chances are 95 out of 100 that the answer would be between 47% and 53% (ie +/- 3%), versus a complete coverage of the entire Lancashire population using the same procedure.

The following table shows what the percentage differences between two samples on a statistic must be greater than, to be statistically significant.

Size of sample A	Size of sample B	50/50	70/30	90/10
100	100	14%	13%	8%
100	200	12%	11%	7%
500	1000	5%	5%	3%
2000	2000	3%	3%	2%

(Confidence interval at 95% certainty for a comparison of two samples)

For example, where the size of sample A and sample B is 2,000 responses in each and the percentage result in each group you are comparing is around 50% in each category, the difference in the results needs to be more than 3% to be statistically significant. This is to say that the difference in the results of the two groups of people is not due to chance alone and is a statistically valid difference (eg of opinion, service usage).

For each question in the survey, comparisons have been made between different sub-groups of respondents (eg age, gender, disability, ethnicity, geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

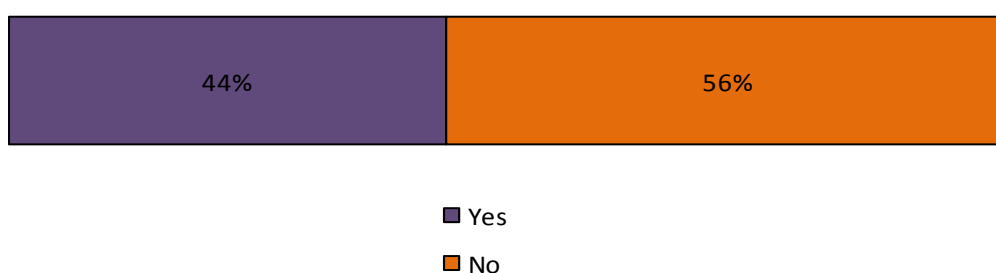
5. Main research findings

5.1 Public transport

Panel members were asked a number of questions about their use of bus services in Lancashire.

Less than half of respondents currently use bus services in Lancashire (44%).

Chart 1 - Do you currently use bus services in Lancashire?



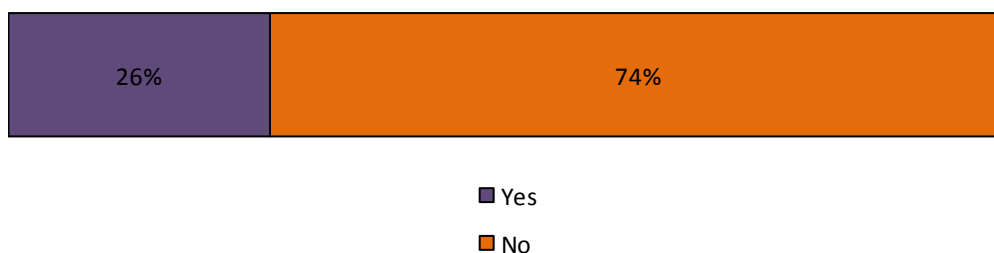
Base: All respondents (unweighted 2170, weighted 1603)

Respondents aged 60 and over, disabled respondents and respondents from urban areas are more likely to use bus services (61%, 53%, and 58% respectively).

Although the level of bus use is fairly consistent across most districts, respondents from Chorley and West Lancashire are less likely to use them (31% and 32% answered yes respectively).

Panel members that do currently use bus services in Lancashire were then asked if they have used them to travel to and/or from work in the past 12 months. A quarter of these respondents have travelled to work using the bus services while three quarters have not (26% and 74% respectively).

Chart 2 - Have you used buses to travel to and/or from work in the past 12 months?



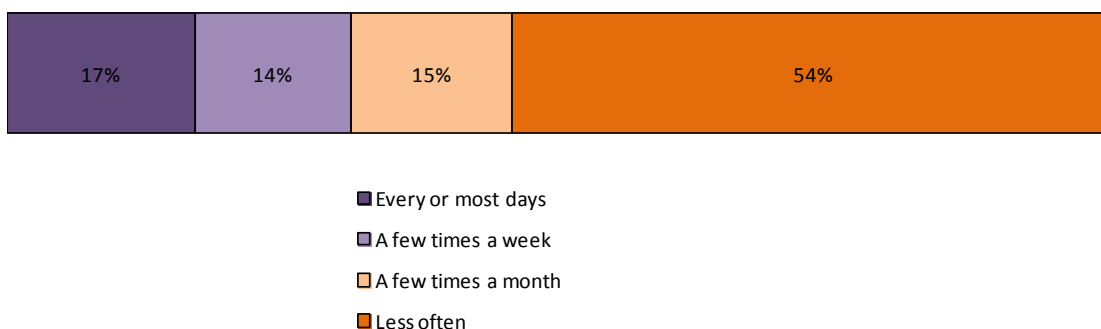
Base: Respondents that have used bus services in the past 12 months (unweighted 1219, weighted 837)

Unsurprisingly, respondents that don't have access to a car or light van are more likely to use buses to travel to work (33%).

Panel members that use buses to travel to work were asked how frequently they use them.

The majority of respondents use buses less often than a few times a month (54%). Around one sixth use them for work every or most days (17%). Just under one sixth of respondents use buses for work a few times a week or a few times a month (14% and 15% respectively).

Chart 3 - How frequently do you use buses to travel to and/or from work?



Base: Respondents that have used bus services to travel to work in the past 12 months (unweighted 501, weighted 389)

Respondents in full time employment use buses less frequently for work with over three fifths using them less often than a few times a month (62%).

Respondents in socio-economic group AB use buses less frequently than respondents in other socio-economic groups, with less than one in twenty using them every or most days (4%) and nearly three quarters using them less than a few times a month (74%). Respondents in socio-economic group DE are more likely to use buses more frequently to travel to and/or from work, with just over a fifth using buses nearly or every day (21%), and less than two fifths using them less often than a few times a month (37%).

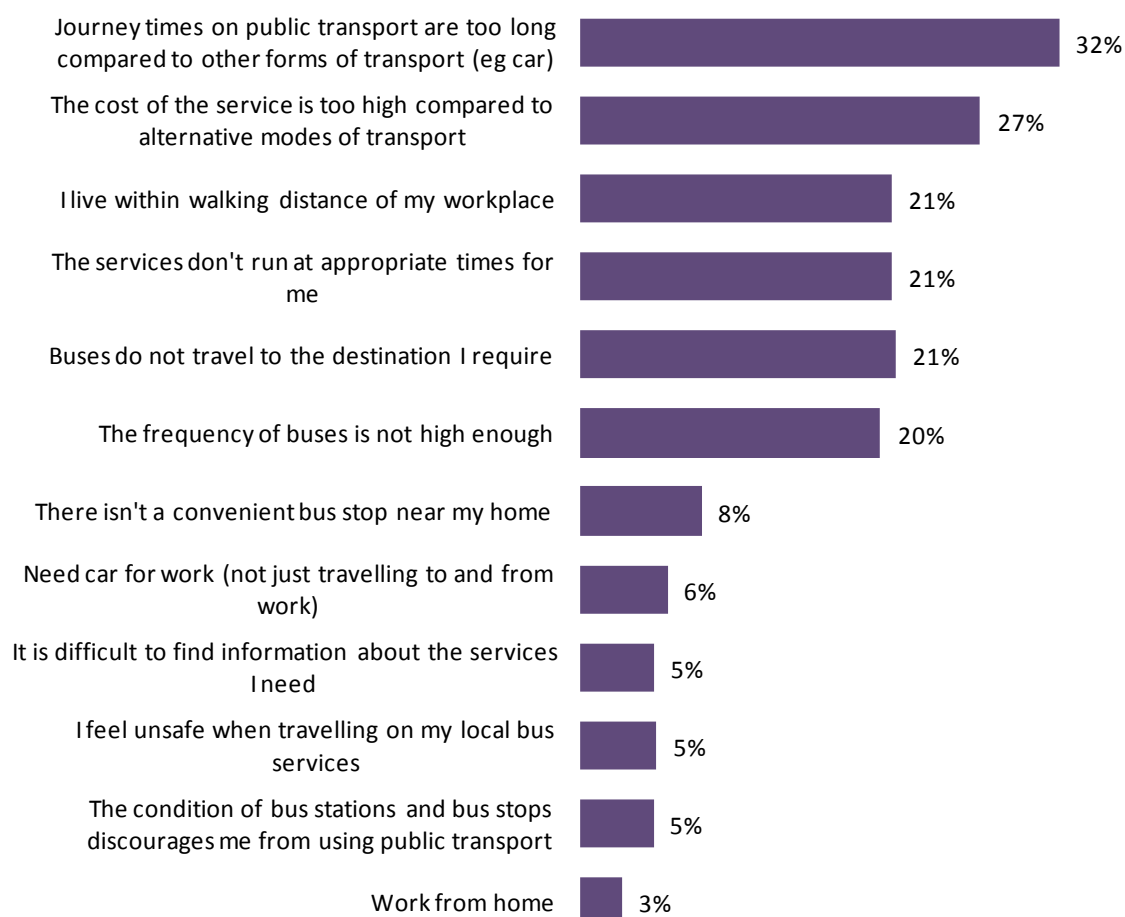
Looking at responses by district, respondents from Lancaster are most likely to use buses for work at least a few times a week (40%), while respondents from Wyre are the least likely (16%).

Respondents that use bus services but not to travel to and/or from work were asked what factors prevent them from using the bus for work. Of these nearly two fifths said they are retired (37%) and a further tenth said they are unemployed or don't work (8%). As it is the barriers to using the bus services to travel to work that are of interest in this report, these groups have been removed from further analysis and aren't included in chart 4.

Of the respondents that aren't retired or unemployed, nearly a third said they don't use buses to travel to work because journey times are too long compared to other forms of transport (32%). A quarter said the cost of the service is too high compared to alternative modes of transport (27%).

Encouragingly, only a small percentage of bus users don't use them to travel to work because they feel unsafe when travelling on their local bus services (5%) or because the condition of bus stations and bus stops discourages them from using public transport (5%).

Chart 4 - What are the factors that most prevent you from travelling to work on the bus? (with retired and unemployed responses removed)



Base: Respondents that have used buses but not for travelling to/from work (unweighted 423, weighted 357)

5.2 Roads and streets

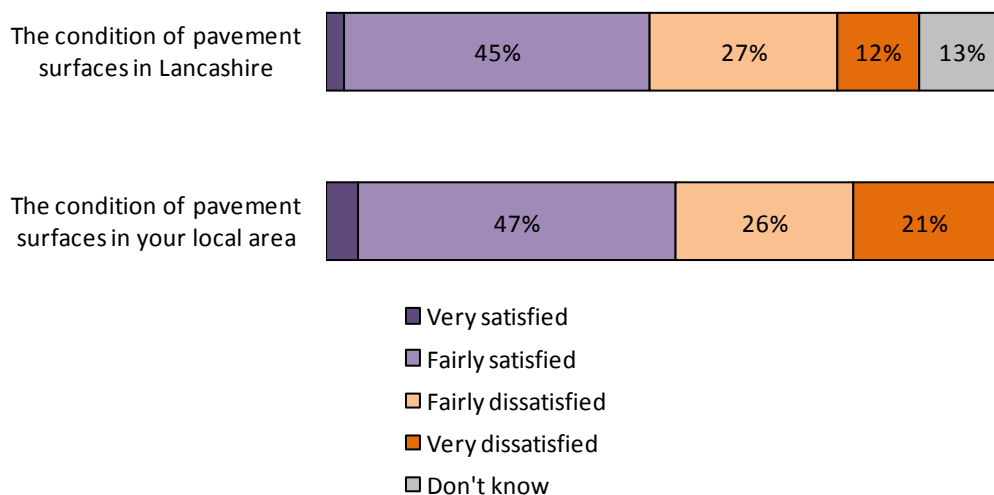
All panel members were then asked questions about their perception of the condition of roads and pavements in Lancashire.

Generally, respondents are slightly more satisfied with the condition of pavements in both Lancashire and their local area than they are with the condition of roads.

5.2.1 The condition of pavements and footpaths

Satisfaction levels regarding the condition of pavements are about the same for Lancashire and respondents local area, although more respondents say they don't know when asked about Lancashire as a whole.

Chart 5 - How satisfied or dissatisfied are you with each of the following?



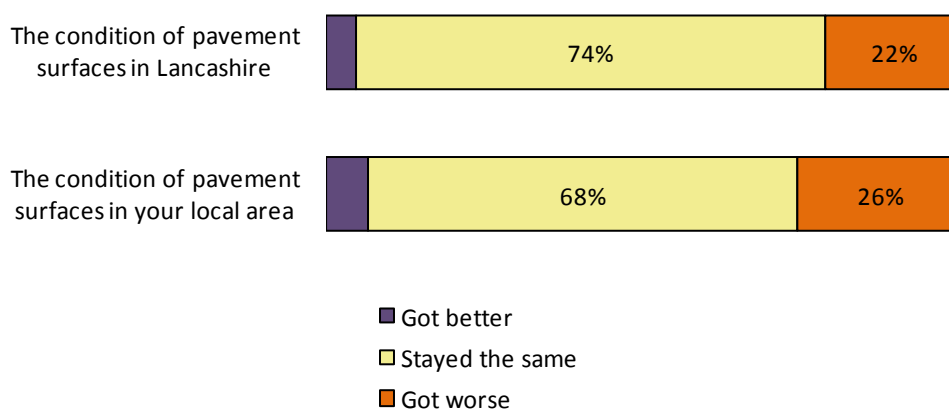
Base: All respondents (unweighted 2134, weighted 1582)

Disabled respondents are more likely to be dissatisfied with pavements in their local area (54%) and in Lancashire (44%).

Panel members were then asked if they feel that over the past six months the condition of pavements in their local area and in Lancashire has got better, stayed the same or got worse.

The majority of respondents feel that the condition of pavements in Lancashire and their local area has stayed the same (74% and 68% respectively).

Chart 6 - Over the past six months do you feel the following have got better, stayed the same or got worse?



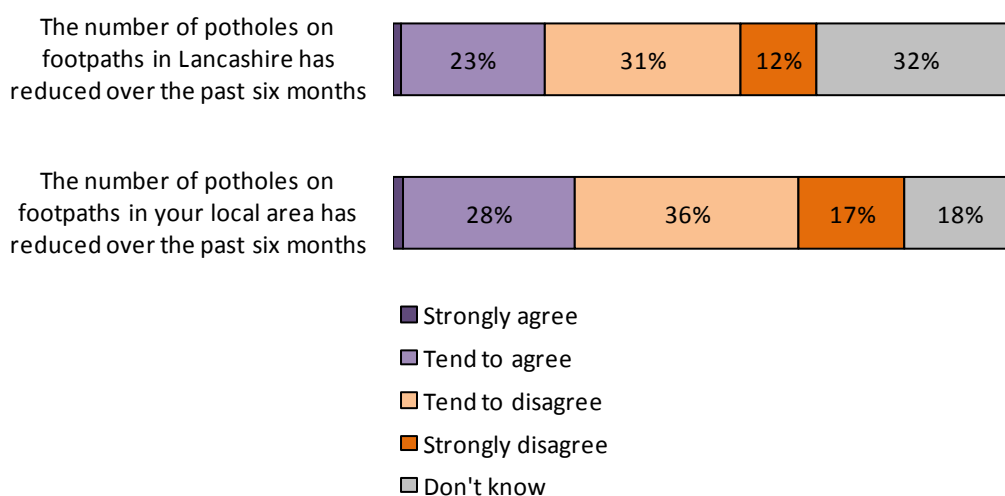
Base: All respondents (unweighted 2126, weighted 1581)

Respondents from Ribble Valley are more likely to feel that pavement surfaces in their local area have stayed the same (80%) and are less likely to feel they have got worse (13%).

Respondents were then asked if they agree or disagree that the number of potholes has reduced on footpaths in Lancashire and their local area over the past six months. A significant proportion of respondents said that they don't know if the number of potholes has reduced – nearly a third of respondents for Lancashire (32%) and nearly one in five respondents for their local area (18%).

Around half of respondents disagree that the number of potholes on footpaths in their local area has reduced (53%).

Chart 7 - How strongly do you agree or disagree with the following statements?



Base: All respondents (unweighted 2151, weighted 1599)

Respondents from Ribble Valley are the most likely to agree that the number of potholes on footpaths in their local area has reduced (38%).

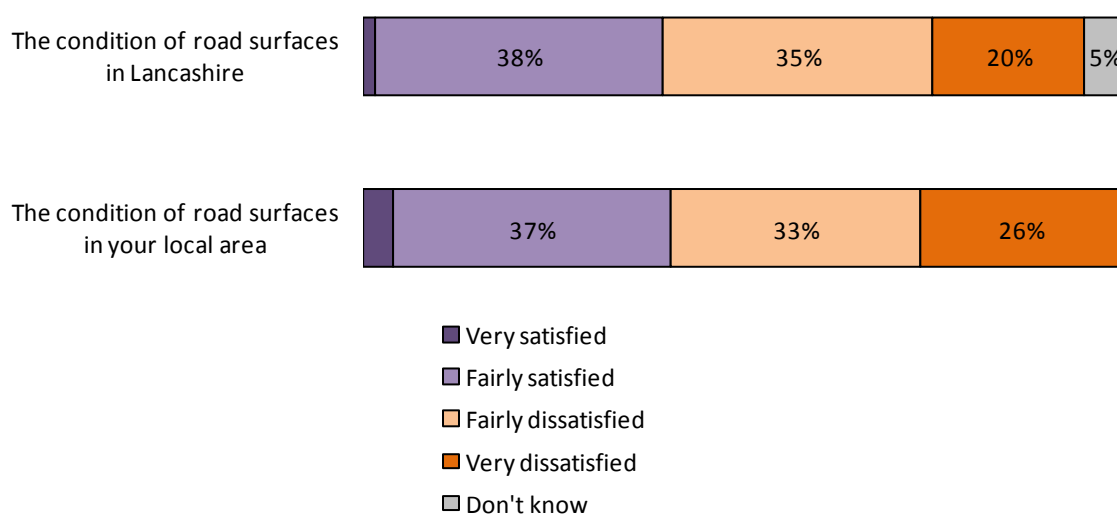
5.2.2 The condition of roads

Respondents were asked how satisfied or dissatisfied they are with the condition of the roads in Lancashire and their local area.

Two fifths of respondents are satisfied with the condition of roads surfaces in their local area (41%).

Three fifths of respondents are dissatisfied with the condition of road surfaces in their local area (59%) with over a quarter very dissatisfied (26%).

Chart 8 - How satisfied or dissatisfied are you with each of the following?



Base: All respondents (unweighted 2154, weighted 1598)

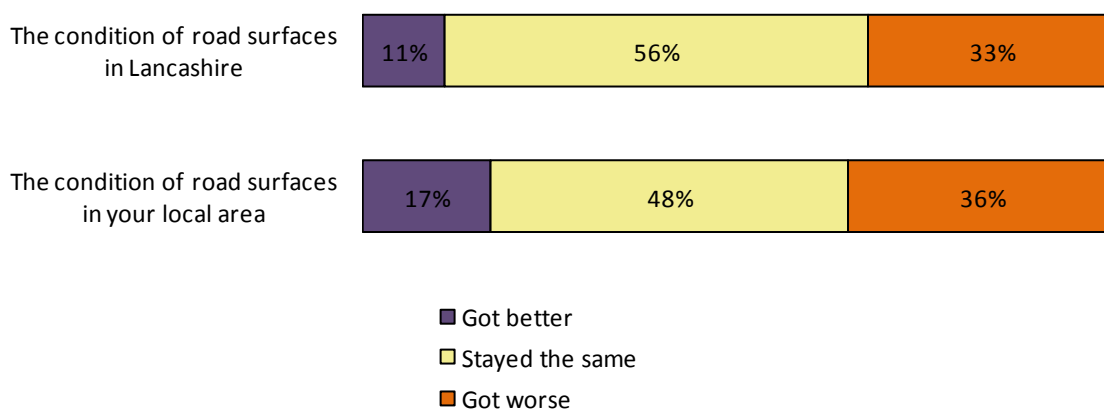
Respondents' satisfaction with the condition of roads in their local areas varies by district. Respondents in Rossendale, Fylde, and Wyre are more likely to be very dissatisfied with condition of road surfaces in their local area than respondents in other districts (40%, 39% and 38% very dissatisfied respectively).

Panel members were asked if they feel the condition of road surfaces in Lancashire and their local area has got better, stayed the same, or got worse over the past 6 months.

One in six respondents feel the condition of road surfaces in their local area has got better in the past six months (17%).

Around half of respondents feel that road surfaces in both Lancashire and the local area have stayed the same (56% Lancashire and 48% local area).

Chart 9 - Over the past six months do you feel the following have got better, stayed the same or got worse?

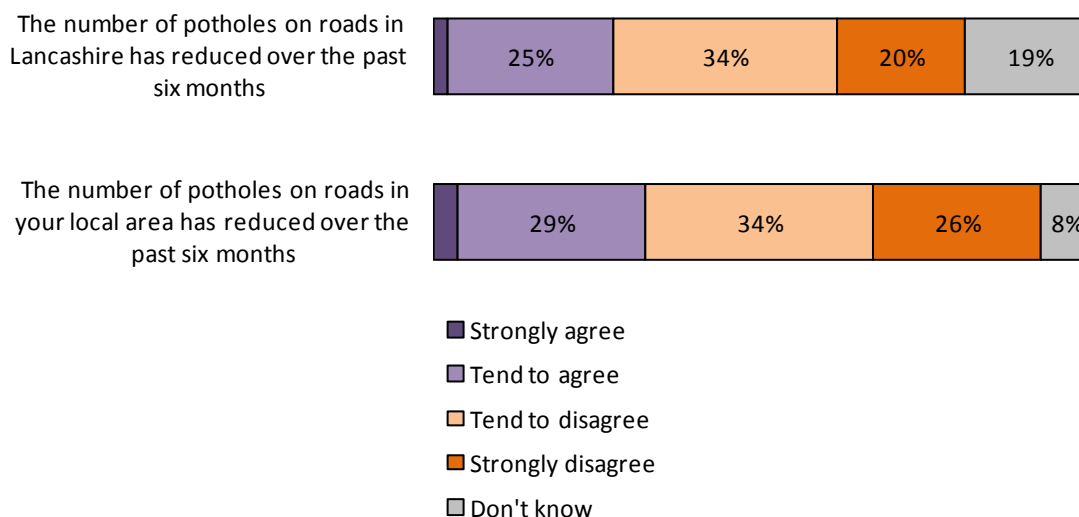


Base: All respondents (unweighted 2158, weighted 1598)

Respondents from the Ribble Valley are the most likely to feel that road surfaces in their local area have got better (29%), while respondents from Fylde, South Ribble and Wyre are most likely to feel road surfaces in their local area have got worse (45%, 44%, and 44% respectively).

Three fifths of respondents disagree that the number of potholes has reduced on roads in their local area in the past six months (60%) with a quarter strongly disagreeing (26%).

Chart 10 - How strongly do you agree or disagree with the following statements?



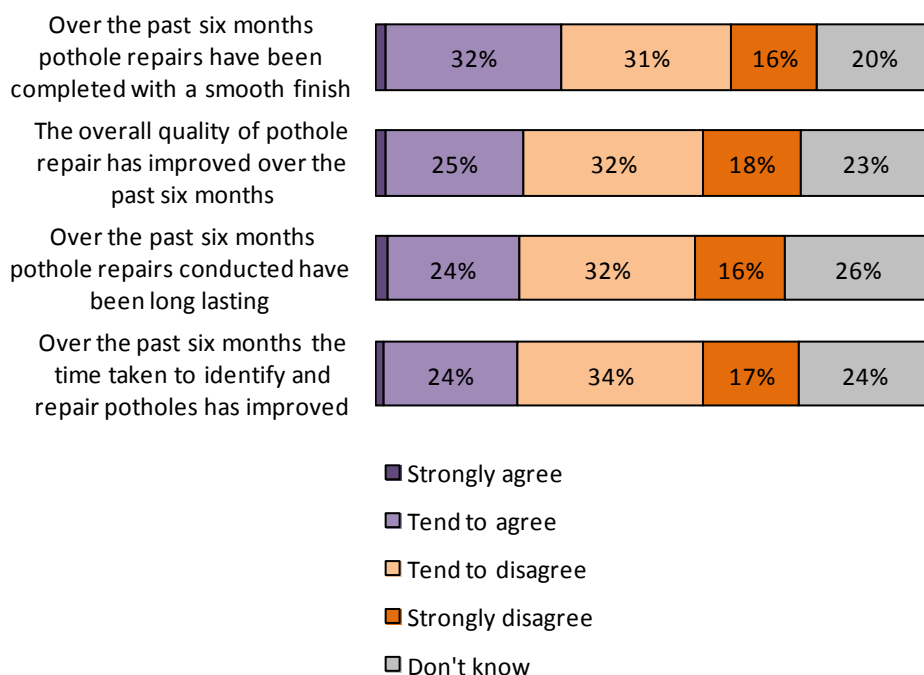
Base: All respondents (unweighted 2180, weighted 1617)

Respondents from Ribble Valley are most likely to agree that the number of potholes in their local area has reduced in the past six months (48%). They are also more likely to agree that the number of potholes on Lancashire's roads has reduced over the past six months (42%).

5.2.3 Pothole repair

When asked how strongly they agree or disagree with a number of statements concerning pothole repair, respondents gave fairly consistent responses to each statement. Around half disagree with each statement and a quarter to a third agree.

Chart 11 - How strongly do you agree or disagree with the following statements?



Base: All respondents (unweighted 2132, weighted 1576)

Respondents from Ribble Valley are more likely to agree that over the past six months the time taken to identify and repair potholes has improved (37% agree), while respondents from Fylde are more likely to disagree (58% disagree).

Respondents from Fylde and Wyre are most likely to disagree that pothole repairs over the past six months have been long lasting (59% and 56% respectively).

6 Key findings and recommendations

6.1 Key findings

Public transport

- Less than half of respondents currently use bus services in Lancashire (44%). Respondents aged 60 and over are the most likely to use bus services (61%).
- A quarter of bus users have used buses to commute to work in the past 12 months (26%).
- The majority of bus users commute to work on buses less frequently than a few times a month (54%). Around a sixth of respondents use them every or most days (17%).
- The main reasons given that prevent bus users who work using buses to commute are that the journey times on public transport are too long compared to other forms of transport (32%) and the cost of the service is too high compared to alternative modes of transport (27%).
- Only a small proportion of respondents say that the barriers that prevent them from using buses for commuting are: that there is no convenient bus stop near their home (8%); it is difficult to find information about the service they need (5%); they feel unsafe on buses (5%); and the condition of bus stations and bus stops discourages them from using public transport (5%).

Roads and streets

Respondents were asked a number of questions about their perception of the condition roads and streets in the previous six months (April to September 2011).

- Two fifths of respondents are satisfied with the condition of roads surfaces in their local area (41%).
- One in six respondents feel the condition of road surfaces in their local area has got better in the past six months (17%) and nearly half feel they have stayed the same (48%).
- Around a quarter of respondents feel that the condition of pavement surfaces in their local area has got worse over the past six months (26%) while over a third feel that the condition of roads in their local area has got worse over the past six months (36%).
- Three fifths of respondents are dissatisfied with the condition of road surfaces in their local area (59%). Respondents in Rossendale, Fylde and Wyre are more likely to be very dissatisfied (40%, 39% and 38% respectively).
- Three fifths of respondents disagree that potholes have reduced on roads in their local area over the past six months (60%).

- In general, respondents from Ribble Valley were more positive about the condition of roads and streets while respondents from Fylde and Wyre were more negative.
- Half of respondents disagree that the overall quality of pothole repairs has improved over the past six months (50%) while a quarter agree (27%).

6.2 Recommendations

Public transport

- Respondents that use buses for work tend to do so less often than a few times a month. The service may wish to consider running focus groups to understand what could be done to encourage this group of people to use buses more frequently for work.
- If asked again, it is recommended that the question 'What are the factors that most prevent you from travelling to work on the bus?' is altered to include respondents who don't use the bus service at all, not just those who don't use them to commute. The small number of respondents to this question excluded it from detailed analysis using demographic information.
- The service may wish to explore with Economic Development team, and local bus companies if anything can be done to address the main barriers that prevent bus users from using buses to commute.

Roads and streets

- This research has provided a baseline of the perception of the condition of roads and pavements in Lancashire. Similar perception questions have been asked previously but, due to differences in their focus and wording they are unsuitable for comparison. It is therefore recommended that future survey work keeps a consistent approach to asking these questions. This will enable trends to be monitored over time. This data can then be used in conjunction with operational data to help inform service planning decisions.
- Demographic analysis of the questions on the perception of the condition of roads and streets reveals fairly consistent levels of satisfaction across most of the districts. One potential explanation is that the recent investment in road and street maintenance has been successful in bringing a consistent level of service across the county. However, this inference should be treated with caution until comparisons can be made over time. This said, the demographic analysis showed some variation and the service may wish to investigate why there is generally more satisfaction with the condition of roads and pavements in Ribble Valley and less satisfaction in Fylde and Wyre.

Appendix 1: Socio-Economic-Group Definitions

These groups are based on Market Research Society definitions and on the respondent. They are graded as A, B, C1, C2, D and E.

Group A

- Professional people, very senior managers in business or commerce or top-level civil servants
- Retired people, previously grade A, and their widows

Group B

- Middle management executives in large organisations, with appropriate qualifications
- Principle officers in local government and civil service
- Top management or owners of small business concerns, educational and service establishments
- Retired people, previously grade B, and their widows

Group C1

- Junior management, owners of small establishments, and all others in non-manual positions
- Jobs in this group have very varied responsibilities and educational requirements
- Retired people, previously grade C1, and their widows

Group C2

- All skilled manual workers, and those manual workers with responsibility for other people
- Retired people, previously grade C2, with pensions from their job
- Widows, if receiving pensions from their late partner's job

Group D

- All semi skilled and unskilled manual workers, and apprentices and trainees to skilled workers
- Retired people, previously grade D, with pensions from their late job
- Widows, if receiving pensions from their late partner's job

Group E

- All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons
- Those unemployed for a period exceeding six months (otherwise classified on previous occupation)
- Casual workers and those without a regular income